Matthew Georgiou
Product Owner

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Motivated and forward-thinking Product Owner with 15 years of experience in telecommunication sector. Proven record of leading teams who design robust solutions to a broad range of applications for customer support teams. Possess strong commitment to team environment dynamics with the ability to contribute expertise and provide leadership directives at appropriate times. In previous role achieved 50% of Chat penetration and increased NPS by 33%.

WORK EXPERIENCE

Product Owner & Business Process Lead
Vodafone Greece

09/2021 - Present   *Remote*

Achievements/Tasks
- New squad formation.
- Digitize tech support through the implementation of Chatbot Roadmap for web & app.
- Net promoter score increases 33 pp in digital tech support by creating seamless omni channel journeys.
- Customer effort score 6.4/7.
- Chat penetration increase to 50% by introducing efficient Go to Market strategy and plan.
- Customer experience transformation through proactive journeys.

Business Process Supervisor
Vodafone

03/2020 - 09/2021   *Remote*

Achievements/Tasks
- Digital business processes transformation.
- Lead and support team of business process analysts, assign projects and monitor performance.
- Team evolution – From business analysts to analysts and developers of business processes (RPA systems & automations).
- Promote and develop a continuous improvement culture across business functions.
- Work closely with business executives to influence the appropriate decisions.
- Manage cross-functional projects and coordinate inter-departmental teams.

HONOR AWARDS

Innovation in Customer Service (11/2022 - Present)
Customer Service Awards
- Digitization of business processes by introducing an omnichannel platform

SKILLS

Agile product development | Product Owner

Product vision | Product management

Problem solving skills | Decision making

Leadership | Analytics

Leading large-scale projects

Lean processes design | Detail-oriented

Time management | Scrum

MAJOR PROJECTS

Digital Technical Support Transformation
(09/2021 - 09/2022)
- Chatbot and omnichannel support journeys for 90% of technical Issues
- Machine learning journey model with First Contact Resolution at 80%
- Net Promoter Score at 60%
- Customer Effort Score 6.4

Vodafone Speech Portal Automations
(03/2020 - 09/2021)
- Frequency of contact reduction - 250K Calls/year
- Transfer rate reduction 6pp - 120K Calls/year

OSS Transformation to onboard Next Generation Access (01/2020 - 04/2021)
- OSS transformation project for Vodafone Fixed services

EDUCATION

Electronic Engineer
Technological Educational Institution Of Athens

MBA - ICT Management
Athens Information Technology